



Future-ready aged care: Equipping the workforce to deliver palliative care

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These are the Traditional Lands of the Arrernte, Dagoman, First Nations of the South East, First Peoples of the River Murray & Mallee region, Jawoyn, Kurna, Larrakia, Ngadjuri, Ngarrindjeri, Ramindjeri, Warumungu, Wardaman and Yolngu people.

We honour their Elders past, present and emerging.



Purpose

- Share findings and insights from our recent evaluation of palliAGED
- Explore how palliAGED is being used across the sector to support the strengthened Aged Care Quality Standards



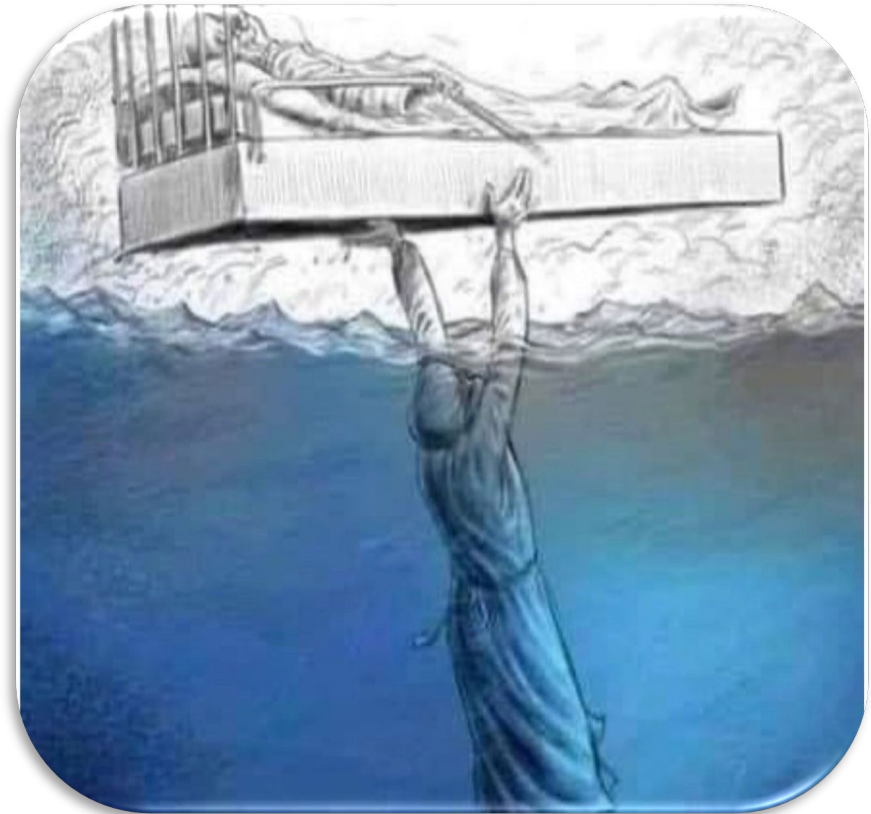
Why this matters

- Over 84,000 deaths in aged care in 2023–24
- **Strengthened Aged Care Standards** includes a Clinical Standard with a specific focus on palliative care and end-of-life care **Outcome 5.7**
- Providers must demonstrate staff capability and system support



Aged Care Context

- Systemic challenges
- High workforce turnover
- Time pressures and competing demands
- Limited palliative care training for personal care workers



Enter palliAGED

- Evidence-based free palliative care resources for aged care
- Modules, videos, tip sheets, booklets, app
- Designed for careworkers, nurses, GPs, families, AHPs



Study Objectives

- Understand how palliAGED resources are accessed, used and valued
- Explore the impact of these palliAGED resources
- Identify gaps and opportunities to strengthen relevance, usability and alignment

The study was approved by the Flinders University Human Research Ethics Committee (ID: 7635).



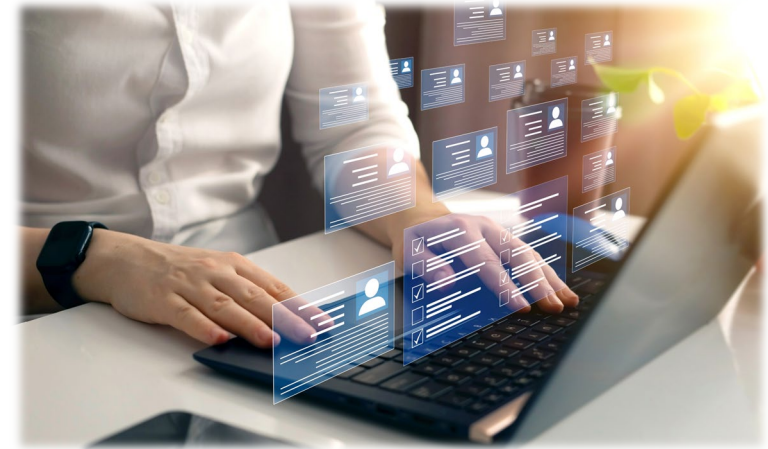
Study design

- 18 people interviewed, 1 focus group with participants from 14 organisations across Australia
- Eligibility criteria:
 - Educators, managers, or nurses responsible for workforce development
 - Had ordered palliAGED resources in significant quantities or embedded learning modules into LMS
- Data Analysis: Dual independent coding of transcripts using NVivo



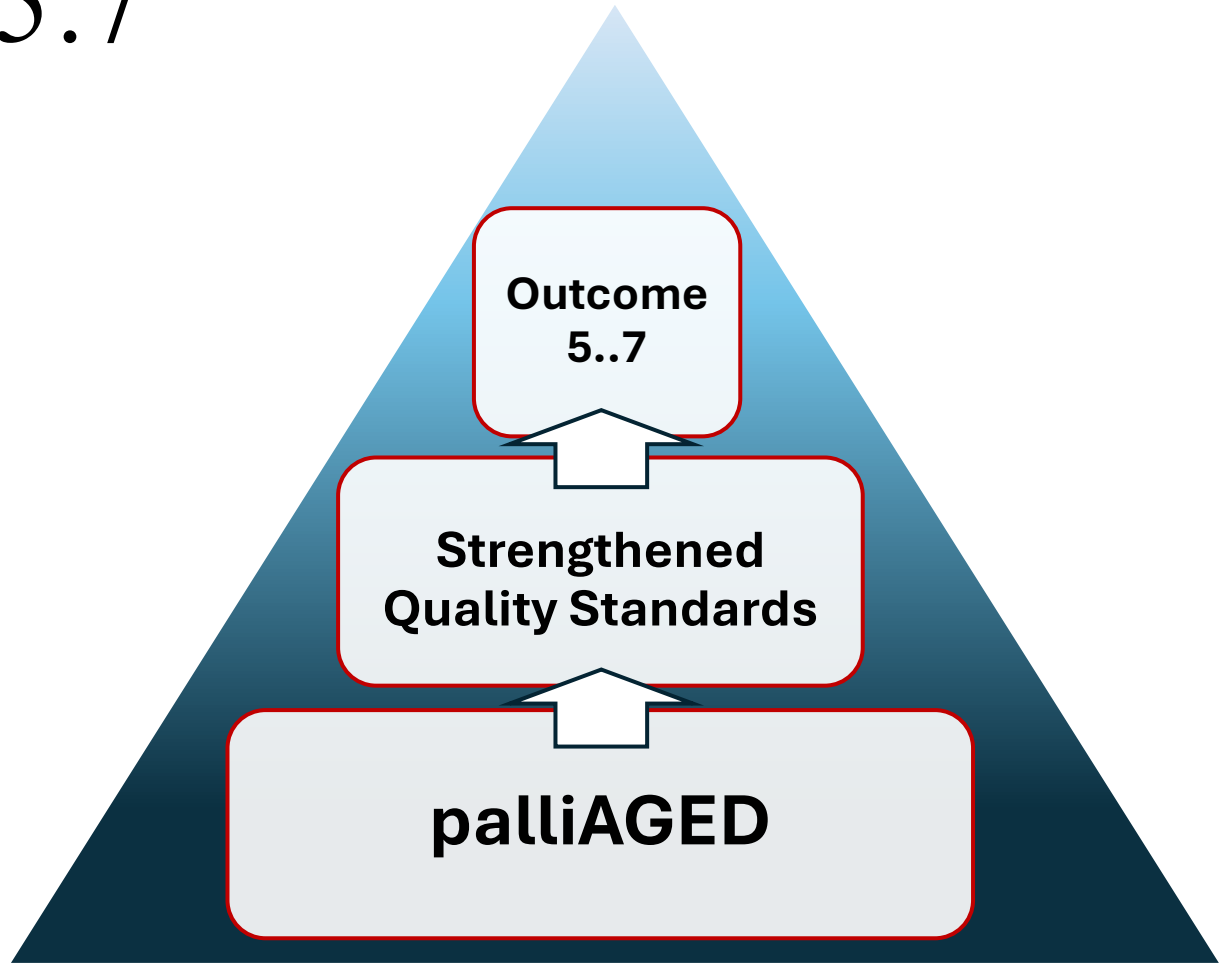
Key Findings (main themes)

- Ready for Outcome 5.7: The current picture
- Use of palliAGED resources by the sector
- The impact and value of palliAGED resources
- What is still needed: Gaps and opportunities for further support



Readying for Outcome 5.7

- Workforce recognition of and support for Outcome 5.7
- Standards are increasing demand for resources for training, orientation, care discussions
- palliAGED resources are being used and contribute to readiness in diverse ways



How resources are used

- Staff education and toolbox talks
- Just-in-time support for clinical scenarios
- Family information and decision support
- Continuous improvement and policy updates



Positive characteristics of the resources

- Brevity
- Simplicity
- Format
- Credibility
- Accessibility and usability
- Relevance
- Enabling compliance
- Tailored to scope of practice



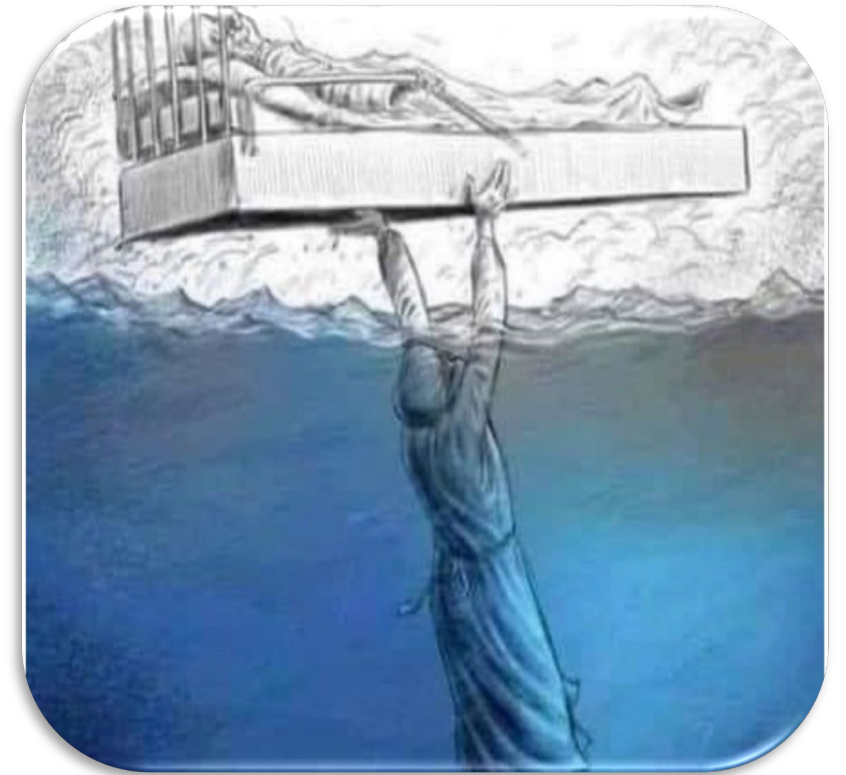
Impact

- Increased staff confidence, especially PCWs
- More consistent care and better communication
- Normalising palliative care in daily practice



Barriers

- Awareness gaps, especially for frontline staff
- Resource navigation challenges
- Competing initiatives and time constraints
- Language and literacy barriers



Equity and inclusion

- Sector wants inclusive, co-designed resources
- Strong call for Australian Indigenous and CALD-friendly content
- Peer-led and digital dissemination preferred



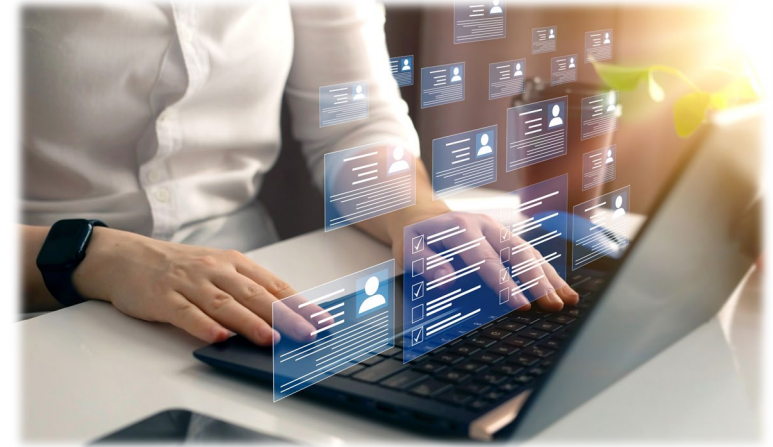
Sector appetite is strong

- Services embed palliAGED into systems
- Staff request more resources, not less
- High trust in palliAGED's credibility and usefulness



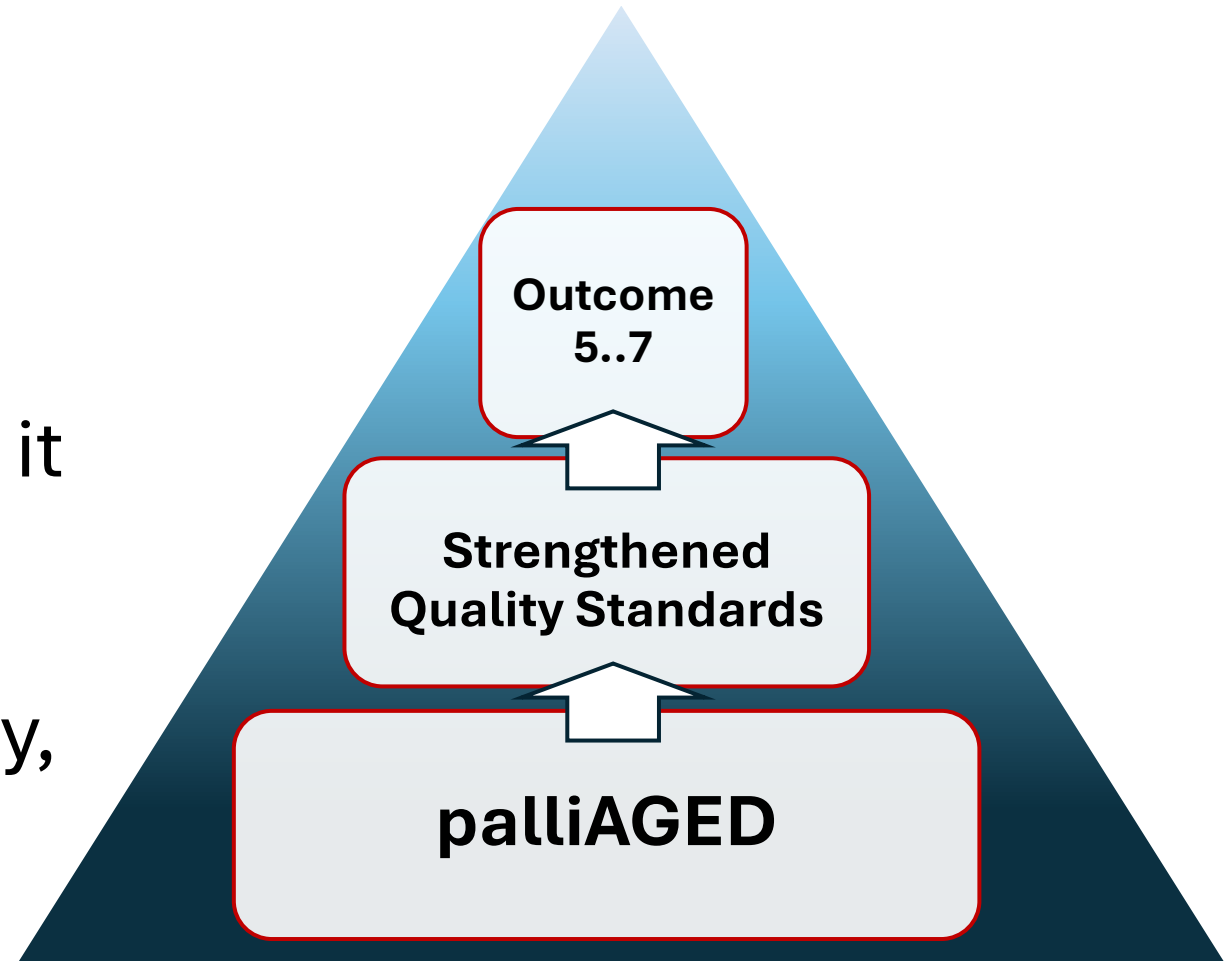
Making use of the findings

- Redesign of palliAGED learning modules (end 2025)
- Encouraging embedding of learning materials at service level
- Providing solutions for use by services that enhance palliative care delivery in aged care
- Working with sector to build inclusive practice resources



Final message

- Outcome 5.7 sets the direction
- palliAGED helps deliver it
- Broad uptake needs awareness, accessibility, co-design





Thank you



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